



DEPARTMENT OF THE NAVY
NAVY RECRUITING COMMAND
5722 INTEGRITY DR.
MILLINGTON, TN 38054-5057

COMNAVCRUITCOMINST 1770.1A
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18 FEB 05

COMNAVCRUITCOM INSTRUCTION 1770.1A

From: Commander, Navy Recruiting Command

Subj: CASUALTY ASSISTANCE CALLS PROGRAM

Ref: (a) BUPERSINST 1770.3
(b) MILPERSMAN 1770-030
(c) MILPERSMAN 1770-010
(d) COMNAVCRUITCOMINST 1130.8
(e) MILPERSMAN 1770-140
(f) MILPERSMAN 1770-070
(g) MILPERSMAN 1770-080

Encl: (1) Casualty Assistance Calls Officer (CACO)
Responsibility Matrix
(2) Stateside CAC/FHS Program Coordinators

1. Purpose. To clarify the provisions of reference (a) and to specifically address the uniqueness of handling Casualty Assistance Calls within the Navy Recruiting Command.

2. Cancellation. COMNAVCRUITCOMINST 1770.1. All major revisions are marked with an (R in the right hand column.

3. Discussion. Circumstances surrounding casualties of active duty members and their dependants, active reserve service members, Delayed Entry Program (DEP) members, and civilian personnel can potentially host a high level of visibility from both civilian and Navy sources. It is not unusual for a casualty case to receive flag level attention, and consequently civilian media attention. While the program is managed regionally through Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinators, (commonly known as Regional Coordinators), it is the individual commands' responsibility to ensure that the program performs in accordance with MILPERSMAN, COMNAVCRUITCOM, and BUPERS instructions.

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4. Casualty Terminology and Definitions. The following is provided to ensure that persons involved with Casualty Assistance have an understanding of the basic terminology and definitions.

a. Bedside Travel. Common term used for the travel of two family members to the bedside of a seriously ill/seriously injured member.

b. Casualty Assistance Calls Officer (CACO). The person assigned to a family member to provide notification, arrange for funerals, benefits, and entitlements. If the Primary and/or Secondary Next of Kin reside within the geographic boundaries of your district and you are responsible for assigning a CACO, Courtesy CACO, or Command Representative; this individual must be in pay grade E7 or above (officers must have at least two years service). The CACO will make notification, in accordance with reference (a), assist the family with funeral arrangements, apply for benefits and entitlements and, if necessary, assist the family with relocation. The assigned CACO will assist, as required, with logistics and coordination concerning the Next of Kin, (NOK), to the bedside of a serious ill/injured member. This person may also be tasked to make a one-time personal visit to the NOK to notify them of the death of a deserter (if they are unaware of death).

c. Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Regional Coordinator. The country is divided into regions managed by Regional Coordinators for casualty and funeral honors. These "mini" Casualty Assistance Branches manage the casualty program on a local level. Regional Coordinators will assign trained CACO's and ensure notifications are made to Primary and Secondary NOK that reside outside of the NAVCRUITDIST geographic area of responsibility.

d. Funeral Travel. For active duty personnel, funeral travel will be provided to the spouse and all children; if no spouse or children, travel will be provided for the parents of the deceased. Travel includes transportation and two days per diem.

e. Mortuary Issues. Circumstances concerning the transportation, escort of remains, and disposition of remains of the deceased fall under the category of mortuary issues. The Military Medical Support Office (MMSO) handles preparation and disposition of remains. This is the source for information concerning mortuary affairs (burial benefits, escort for remains, transportation of remains, etc.). The MMSO duty phone is: 1-888-647-6676.

Note: NAVPERSCOM does not deal with funeral homes or airlines on mortuary issues.

f. Personnel Casualty Report (PCR). This is the Navy message that reports a casualty in accordance with reference (b). A casualty is a Sailor who is dead, seriously ill/seriously injured, or missing (not UA or a deserter). Voice reports made to Navy Personnel Command (NAVPERSCOM), constitutes an initial notification of casualty, but must be immediately followed by the release of a PCR in accordance with reference (b). Because of the time constraints surrounding PCR release and the supporting documentation requirements, an incomplete PCR may be released to meet time constraints. An incomplete PCR must be supplemented with follow up reports that update initial missing information.

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g. Primary Next of Kin (PNOK)/Secondary Next of Kin (SNOK). These are legally defined as an individual. For example, an unmarried childless member with two parents - one parent will be designated as the PNOK. There need not be an SNOK designated. In the event of a married member with surviving children and parents, the spouse is the PNOK and one of the parents is the SNOK. However, should the parents be divorced, both will be treated as the SNOK if a PNOK has already been identified. Generally, the PNOK will also be the Person Authorized to Direct Disposition (PADD); however, it can be another person if the PNOK is a minor child. PNOK/SNOK designation will be in accordance with the definition outlined in reference (c).

5. Action

a. In the case of a death, complete the following:

(1) Obtain the service members "NAVPERS 1070/602" and SGLI documentation from their service record. Obtain any official documentation surrounding casualty circumstances, (police report, etc.), which will assist in the construction of the PCR.

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(2) Contact the Navy Personnel Command Duty Office at: 1-800-368-3202.

(3) Contact the COMNAVCRUITCOM duty office at: 1-901-553-2232.

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(4) Assign a CACO or Command Representative or, contact the Regional Coordinator (refer to the matrix in enclosure (1)), if a Command representative or Command CACO is not available.

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(5) Submit the Personnel Casualty Report (PCR) in the following cases:

(a) Active duty service members.

(b) Recruiting support personnel.

(c) Sworn-in Officer candidates that are completing college degrees.

(d) DEP participants of Navy Cash Program.

(e) Dependents

Note: Delayed Entry Program casualties do not require a Personnel Casualty Report. A report of death letter must be submitted in accordance with reference (d), chapter 6A-10.

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(6) For active duty military personnel deaths, the PCR must be submitted within four hours of notification. Active duty, dependents, officer candidate, and civilian personnel, the PCR must be submitted within 24 hours. (See enclosure (1))

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(7) CACOs assigned by the Regional Coordinators (CAC/FHS Program Coordinators) will make PNOK/SNOK notifications.

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(8) The CAC/FHS Program Coordinators have duty officers who will make CACO assignments after hours. (See enclosure (2))

(9) In addition to submitting the Personnel Casualty Report, fax a copy of the active duty member's NAVPERS 1070/602, Record of Emergency Data (Page 2) and SGLV-8286, Servicemen's Group Life Insurance Election and Certificate to both the Navy Personnel Command Duty Office at 901-874-2652 and the Casualty Assistance/Missing Persons Division (PERS-62) at 901-874-6654.

(10) Commanding Officers will write a letter of condolence to the NOK within 48 hours of an active duty service member's death in accordance with reference (e).

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b. In the case of seriously ill or very seriously ill active duty military members complete the following per reference (f) and (g):

(1) Ensure that the cognizant Navy medical authority has been notified. Only a cognizant Navy medical authority can make the determination that bedside travel can be provided for a family member. (R)

(2) Notification of the next of kin will be made by the member's Commanding Officer or a hospital staff member by the most rapid means of communication available in accordance with reference (a).

(3) For dependents and Delayed Entry Personnel, ensure Navy presence by assigning a Command Representative.

/s/

T. A. BUTERBAUGH
Chief of Staff

Distribution:

COMNAVCRUITCOMINST 5216.2V

List: IA, IE, IIA, IIIA

Casualty Assistance Calls Officer (CACO) Responsibility Matrix

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	Active Duty	Active Duty Dependent	Civilian Personnel	Officer Candidate	Navy Cash DEP	All other DEP Participants
NRD assign CACO/CMD REP	CACO	CMD REP	NO (CMD REP if Navy Related Incident)	NO (CMD REP if Navy Related Incident)	NO (CMD REP if Navy Related Incident)	NO (CMD REP if Navy Related Incident)
CACO notification to PNOK	YES	NO	NO	NO	NO	NO
CMD letter of circumstance (condolence) to PNOK	YES	YES	YES	YES	YES	YES
PCR Submission	WITHIN 4 HOURS	WITHIN 24 HOURS	WITHIN 24 HOURS	WITHIN 24 HOURS	WITHIN 24 HOURS	NO PCR REQUIRED. Report of death letter submitted to NPC PERS-62.
Coordinate with Regional Casualty Office	YES	NO	NO	NO	NO	NO
Benefits and Entitlements	YES	NONE	NONE	NONE*	NONE*	NONE
SGLI/FSGLI	YES (if insured)	YES (if insured)	NO	NO*	NO*	NO
Mortuary Benefits	YES	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)
Forward Service, Medical and Dental Records to PERS-62	YES	N/A	N/A	YES	YES	YES

*Contact PERS-62 to determine eligibility for SGLI or benefits.

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REGION/ADDRESS/AOR	STATESIDE COORDINATOR/STAFF	PHONE NUMBERS	AFTER HOURS DUTY NUMBERS
COMNAVREG MIDLANT NORFOLK VA//N00K// COMMANDER NAVY REGION MID-ATLANTIC 1510 GILBERT ST ROOM 215 NORFOLK VA 23511-2767 AOR: Entire states: CT, DE, MA, MD, ME, NC, NH, NJ, NY, PA, RI, VA, VT, WV. Canadian Provinces of: Quebec, Ontario, Nova Scotia. Portions of KY and 3 counties in SC	LOTTIE HAYES (Prog Mgr) lottie.hayes@navy.mil DON SMITH (Deputy) donald.e.smith@navy.mil JERRETT ROLLINS (CAC/FHS) jerrett.rollins@navy.mil LISA DIXON (CAC) lisa.g.dixon@navy.mil LEO AGNIR (FHS) leopoldo.agnir@navy.mil CRYSTAL THOMAS (FHS) crystal.r.thomas@navy.mil KAY JOHNSON (CAC/FHS) kay.johnson@navy.mil DENISE MURPHY (Lead, Groton Office) denise.murphy@navy.mil THOMAS HOGAN (CAC/FHS) tom.hogan@navy.mil LUIS MONTOYA (CAC/FHS) lou.montoya1@navy.mil LINDA KRAMM (CAC/FHS) linda.kramm@navy.mil BRIAN MORRISSEY (CAC/FHS) brian.morrissey@navy.mil SHARON ROBERTS (CAC/FHS) sharon.roberts@navy.mil OS1(SW/AW) EDDIE R. BOSEMAN eddie.boseman@navy.mil OS2(SW) JESSIE D. WILLIAMS II jessie.d.williams@navy.mil YN2 JACOB L. WATKINS jacob.watkins@navy.mil	Comm: 757-322-2826 DSN: 262-2826 Comm: 757-322-3111 DSN: 262-3111 Comm: 757-322-2821 DSN: 262-2821 Comm: 757-322-2831 DSN: 262-2831 Comm: 757-322-3120 DSN: 262-3120 Comm: 757-322-2818 DSN: 262-2818 Comm: 757-322-2856 DSN: 262-2856 FHS Comm: 757-322-2817 x1 CAC Comm: 757-322-2817 x2 FHS FAX: 757-444-2767 DSN: 564-2767 Casualty FAX: 757-445-2115 DSN: 565-2115 Toll Free 866-203-7791 Comm: 860-694-5982 DSN: 694-5982 Comm: 860-694-1206 DSN: 694-1206 Comm: 860-694-1205 DSN: 694-1205 Comm: 860-694-3189 DSN: 694-3189 Comm: 860-694-1767 DSN: 694-1767 Comm: 860-694-2448 DSN: 694-2448 Comm: 860-694-1669 DSN: 694-1669 Comm: 860-694-5312 DSN: 694-5312 Comm: 860-694-1163 DSN: 694-1163 FAX: 860-694-3699 FHS Request Line: 860-694-3475 Toll free 800-856-7091	ROC: 757-322-2609 DSN: 262-2609 FAX: 757-445-5757 FHS after hours Call 757-322-2609 Comm: 860-694-3475 DSN: 694-3475 FAX: 860-694-3699 CELL: CAC 860-625-9600 CELL: FHS 860-625-2219
COMNAVREG MIDLANT GROTON OFFICE PO BOX 101 CODE N00K2 NAVAL SUBMARINE BASE NEW LONDON GROTON CT 06349-5101 FOR FED-EX: BLDG 439 ROOM 106 TAUOG AVE	Rick Demarsico rick.demarsico@navy.mil RHONDA WAUGH (Prog Mgr) rhonda.hughes@navy.mil Joy Coward - FHS SHARON JOSEPH (FHS) sharon.joseph@navy.mil	Comm: 202-685-1568 DSN: 325-1568 CELL: 202-438-4704 Comm: 202-433-4589 FAX: 202-433-6158 Comm: 202-433-4589 Comm: 202-433-4589	Comm: 202-369-7683 Email/Pager System: 202-369-7683@ page.nextel.com ROC: 202-433-4201 EOC: 202-433-5180 BUNKROOM 202-433-6047 FAX: 202-433-6158
COMNAVDIST WASHINGTON DC//N33A// COMMANDANT NAVAL DISTRICT WASHINGTON 1411 PARSON AVE SE BLDG 101 THIRD FLOOR WASHINGTON DC 20374-5001 AOR: Entire DC; Portions of MD and VA.	BILL BIRTLEY (Prog Mgr) bill.birtley@navy.mil PETER WALDON (CAC) pete.waldon@navy.mil JIM MALONE (FHS/AP3) jim.malone2@navy.mil MAX SMALL (CAC/FHS) noel.small@navy.mil GUSTAVO (GUS) VILLARINI (FHS) gustavo.villarini@navy.mil DOREEN OWENS (FHS) doreen.owens@navy.mil BRENDA DAWKINS (CAC/FHS) brenda.dawkins@navy.mil	Comm: 904-542-4106 DSN: 942-4106 Comm: 904-542-4008 DSN: 942-4008 Comm: 904-542-9807 DSN: 942-9807 Comm: 904-542-6357 DSN: 942-6357 Comm: 904-542-1536 DSN: 942-1536 Comm: 904-542-9807 DSN: 942-9807 Comm: 904-542-3118 DSN: 942-3118 FAX: 904-542-0422 DSN: 942-0422	Mon & Tues 0930-1800 - Jim Malone. Wed thru Sun 0930-1800 - Max Small. For all other hours call Comm: 904-542-3118 FAX: 904-542-0490
COMNAVREG MW GREAT LAKES IL COMMANDER NAVY REGION MIDWEST CACO/FHS - Code N00K 2601B Paul Jones St. Bldg 1, Room B1 Great Lakes, IL 60088 AOR: Entire states: AR, IA, IL, KS, LA, MO, MN, ND, NE, OK, SD, TX, WI, IN, OH, MI	JAMES GORHAM (Prog Mgr) james.gorham@navy.mil DANIEL DODDS (CAC)(IA until 1May09) daniel.dodds@navy.mil REX MEYER (CAC) (temp until 1May09) rex.meyer@navy.mil YN1 TAMMY GALLAGHER.(FHS) tammy.gallagher@navy.mil	Comm: 847-688-2414 DSN: 792-2414 Comm: 847-688-2414 DSN: 792-2414 Comm: 847-688-2414 DSN: 792-2414 Comm: 847-688-2414 DSN: 792-2414 Toll Free 877-478-3988 FAX: 847-688-2454/2463	

Enclosure (2)

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COMNAVREG NW SEATTLE WA/N132// COMMANDER NAVY REGION NORTHWEST 1103 HUNLEY RD SILVERDALE WA 98315-1103 AOR: Entire states AK, ID, MT, OR, WA; and Canadian Provinces of British Columbia, Alberta, Yukon and Saskatchewan. Portions of: WY.	JERRI SOULA (Prog Mgr) jerry.soula@navy.mil HEIDI OWENS (CAC/FHS) heidi.owens@navy.mil CONNIE NEAL (FHS) connie.neal@navy.mil Program mailbox: Cac-fh.cnrnw@navy.mil	Comm: 360-315-3274 DSN: 322-3274 Comm: 360-315-3275 DSN: 322-3275 Comm: 360-315-3273 DSN: 322-3273 FAX: 360-315-4999 Toll Free 866-394-9249	Cell: 360-981-7572 (24/7) FAX: 360-315-5305
COMNAVREG SW SAN DIEGO CA/N01HD// COMMANDER NAVY REGION SOUTHWEST Casualty Assistance/Funeral Honors Office (CODE N01HD) 3135 Dolphin Alley Bldg 261 SAN DIEGO CA 92136-5185 AOR: Entire states of AZ, CA, CO, NM, NV, UT; and Mexico.	DAN DELUNA (Prog Mgr) daniel.deluna@navy.mil FRED CETNAR (CAC) fred.cetnar@navy.mil MICHAEL HILL (FHS) michael.hill1@navy.mil	Comm: 619-556-8614 DSN: 526-8614 Comm: 619-556-3358/7178 DSN: 526-3358 Comm: 619-556-9790 DSN: 526-9790 Comm: 619-526-7169/7178 DSN: 526-7169-7178 CACO Fax: 619 556-5532 FHS FAX: 619-556-9670 CUSTSRV FAX: Comm: 619-556-5532 Toll Free 800-326-9631	Comm: 619-532-1484 FAX: 619-532-4220